

14 finish.

15 THE WITNESS: I'm sorry.

16 MR. ETTINGER: Q. Finally, the last of the four  
17 issues was, "Inconsistent flow through NDM," and I think  
18 we discussed that already. Did you mean the same thing as  
19 we have already discussed?

20 A. Yes.

21 Q. What was your source of information for these  
22 four problems that you list in your letter?

23 A. Some of the folks that we have already spoken  
24 about, Ann Long, Greg Torretta.

25 Q. Is it a fair characterization to say that you  
0022  
1 were receiving at this time, from your AT&T clients or  
2 customers, complaints that the orders were not going  
3 through in a timely fashion and questions as to why that  
4 was happening?

5 A. Yes.

6 Q. And as a result of that, then, you went to Ann  
7 Long and Greg Torretta, among others, to find out what was  
8 wrong?

9 A. Yes.

10 Q. This letter, then, was an attempt to explain to  
11 AT&T why the orders weren't going through in a timely  
12 fashion?

13 A. Yes.

14 Q. Then continue on with the letter.

15 You list each of the four problems and then

16 propose a, what you call, a gap closure plan, correct?

17 A. Yes.

18 Q. It first has to deal with what we discussed,  
19 with the universal staffing problem, and you had a plan  
20 for what you called dedicated resources?

21 A. Yes.

22 Q. And apparently, the staff of the LISC would be  
23 then divided by account. By that, you meant by customer?

24 A. Yes.

25 Q. Has that been accomplished?

0023

1 A. We have, to my knowledge, focused certain  
2 portions of employees by account, based on volumes,  
3 understanding our obligations to provide courteous  
4 service. We have not divided folks on a permanent or  
5 inflexible arrangement.

6 My understanding is that we have flexibility  
7 where it's needed, as volumes shift. Now, my knowledge of  
8 this is limited, because I am not primarily responsible  
9 for this, and you need to confirm where we are with John  
10 Stankey.

11 Q. The second was -- had to do with inadequate  
12 staffing, and it says the plan is to increase resources.  
13 The LISC will grow from approximately 50 employees to 150  
14 in November. Did that growth occur in November, to your  
15 knowledge?

16 A. I don't know if it actually occurred, no. I do  
17 know that we have done nothing but grow in the LISC.

18 Q. Do you know the current number of employees in  
19 the LISC?

20 A. No.

21 Q. Again, that would be for John Stankey?

22 A. Yes.

23 Q. The third issue dealt with the manual order  
24 processing, and here you have a plan for mechanization.

25 It says that, "Macro programming was implemented on  
0024

1 October 15th," and that, "NDM will be implemented in  
2 steps." And you're working your systems organization to  
3 obtain a schedule, and that when you receive it, you will  
4 share it with Mr. Ulrich. Did that occur?

5 A. All of that, or are you looking at specific  
6 portions of that statement?

7 Q. Let's take it one point at a time.

8 You did work with your systems organization to  
9 obtain a schedule?

10 A. Yes.

11 Q. Did you receive it from them?

12 A. Yes.

13 Q. When did you receive it from them,  
14 approximately?

15 A. I don't remember. It would have been in the  
16 November time frame.

17 Q. Did you then share it with Mr. Ulrich?

18 A. I believe I shared it with Mary Ann Collier.

19 Q. You shared it with Mary Ann Collier, and do you

20 remember when that was?

21 A. Not specifically. Again, it would have been in  
22 the November time frame.

23 Q. Did she react, in any way, to that information,  
24 do you remember?

25 A. Do I remember what her reaction was?  
0025

1 Q. Yes. Well, A, did she give you a reaction?

2 A. Yes.

3 Q. And do you remember what it was?

4 A. It was a cooperative dialogue in terms of  
5 explanation of what was going to happen when, and further,  
6 a request for information as to how that would impact the  
7 LISC order flow.

8 Q. And the final problem that was stated in your  
9 letter, and the solution to it was the inconsistency of  
10 the data flow through the NDM, and the proposed solution  
11 to that was improved communications.

12 I think you said that the problem with the  
13 inconsistent data flow had to do with problems, both from  
14 Pacific -- on Pacific's side in processing the data and on  
15 AT&T's side in putting in the data correctly. Is that a  
16 fair characterization?

17 A. More accurate representation would be that we  
18 had problems in receiving what AT&T had sent, and they had  
19 problems in receiving what we had sent. And the systems  
20 problems were on both sides.

21 Q. And the solution to that was improved

22 communications to try to solve those systems problems?

23 A. To identify -- yes, and to identify that

24 something had been sent, which we would have no way of

25 knowing because we hadn't received it, and had nothing to  
0026

1 indicate that something had been sent, without further

2 discussion.

3 Q. Did those communications improve?

4 A. To my knowledge, yes.

5 Q. Have they, to your knowledge, improved to the

6 point where they are satisfactory to the parties, or are

7 you still discussing that with AT&T?

8 A. My understanding is that the NDM flow improved,

9 as did the communications. At this time, I am not aware

10 if there is an issue or not. It's not part of my

11 responsibility today.

12 Q. Going down to the next paragraph, you state that

13 the LISC managers believe they can return to a four-hour

14 FOC interval by November 15th. That did not occur, did

15 it?

16 A. No.

17 Q. In fact, as of today, March 14th, '97, Pacific

18 is still not able to provide a FOC --

19 MR. KOLTO-WININGER: March 13th.

20 MR. McDONALD: 13th.

21 MR. ETTINGER: Q. Excuse me, March 13th --

22 Pacific is not able to provide a FOC within four hours; is

23 that correct?

24 A. That's correct.

25 Q. Do you know what the time frame is for Pacific  
0027

1 provision of a FOC to AT&T?

2 A. For resale services, I do not know exactly, no.

3 Again, it's not part of my daily responsibilities.

4 Q. Do you know whether you stabilized the interval

5 to below 48 hours?

6 A. I don't know.

7 Q. In the end of that paragraph that I'm reading,

8 from the next to the last paragraph, you say, "I will

9 remain in close contact with you to communicate our status

10 in this situation." Have you been doing that?

11 A. I did remain in close contact, which I would

12 define as daily or every other day, telephone calls with

13 Bob Ulrich, Carol Hunt, Mary Ann Collier.

14 Q. Did you -- for how long?

15 A. At least several weeks. This left my

16 responsibility officially on December 1st, although there

17 was a transition period, so, effectively, around January

18 1st.

19 Q. Who is the individual responsible for that now?

20 A. In my position on the account team? I think

21 that the account team directly responsible for that is

22 Terri Beck.

23 Q. Terri Beck. Is that a male or female?

24 A. Woman.

25 Q. She is on the AT&T account team?

0028

1 A. Yes.

2 Q. She is a peer of yours?

3 A. Yes.

4 Q. She also reports to Ms. Corby?

5 A. Yes.

6 Q. She took over some of your responsibilities; is

7 that a fair statement?

8 A. Yes.

9 Q. She is the one who is responsible for

10 communicating the intervals to AT&T on when Pacific can

11 handle a FOC in four hours?

12 A. In part.

13 Q. That's one of her responsibilities?

14 A. And that responsibility is shared. John Stankey

15 has a close working relationship with Mary Ann Collier to

16 effectively manage this. No one person can do everything,

17 so we work as close as possible, and this is consistent

18 with our management of AT&T over the years.

19 Q. Do you know why Pacific was unable to meet its

20 goal of providing the FOC within four hours by November

21 15th?

22 A. The four-hour FOC commitment made in June was

23 based on system mechanization assumptions. The November

24 15th commitment date, and why we did not make that,

25 reflected system activity and also being able to staff up

0029

1 to constantly increasing volumes.

2 There's also -- when you plan staffing nodes for

3 an order flow, you have to make assumptions about time per  
4 order, et cetera. I am familiar with this on a conceptual  
5 level only. And you make certain assumptions about  
6 quality of order, type of order, complex versus simple.

7 And my understanding is that, especially in a  
8 new market for us, our assumptions were not correct, and  
9 that was one aspect.

10 Q. Do I understand your answers to say that one of  
11 the reasons that was a problem, basically, Pacific  
12 underestimated the demand?

13 A. That's not entirely accurate.

14 Q. When you said something about volumes and not  
15 anticipating the volumes, that's what I understood your  
16 answer to be, so maybe you could explain it.

17 A. I will clarify.

18 Q. Sure.

19 A. There are several aspects here. One is  
20 understanding volumes, and when the volumes are constantly  
21 increasing, you are trying to work toward that. Volumes  
22 were also volatile, in terms of forecasts and what  
23 actually came through.

24 It's a new market. There's going to be  
25 volatility in a new market, but there was also the issue  
0030

1 as to whether we were expecting as is or as specified. As  
2 is is simpler theoretically; as specified is more complex  
3 in what kind of actions are required. Does that clarify?

4 Q. Somewhat. Let me ask you about it.



5 To your knowledge, you were receiving volume  
6 estimates from AT&T, right?

7 A. Yes.

8 Q. Did they come through to you?

9 A. Yes, I saw them.

10 Q. And presumably, Pacific was also receiving  
11 volume as to -- from other carriers?

12 A. I don't know. I didn't see them.

13 Q. What did you do with the volume estimates? Did  
14 you give them to somebody else who was designed -- who  
15 would use them?

16 A. The LISC management used the volumes to  
17 anticipate staffing needs.

18 Q. Do you know whether, in staffing up the LISC,  
19 whether the management used the volumes as given to them  
20 by the carriers, or adjusted the volumes either up or down  
21 based on Pacific's own internal forecasts?

22 A. I am not clear on how you are stating that.

23 Q. Do you understand my question?

24 A. No.

25 Q. One of your job functions was to obtain from  
0031

1 AT&T estimates of demand over time, correct?

2 A. Yes.

3 Q. And AT&T furnished that to you?

4 A. Yes.

5 Q. You, in turn, gave that to the LISC managers for  
6 their use?

7 A. To be very clear, AT&T frequently gave those  
8 directly to Jerry Sinn, but yes, those were shared,  
9 regardless.

10 Q. They got to the LISC management whether they  
11 came through or --

12 A. That's the point.

13 Q. And you don't know, but it's probably fair to  
14 assume that some of the other major carriers also  
15 furnished demand estimates?

16 A. Yes. I --

17 Q. That's not something just Pacific would ask of  
18 AT&T?

19 A. If you are going to ask me to assume that's  
20 reasonable, yes. Do I know of it, no.

21 Q. What I am asking is, if there were these  
22 estimates from other carriers, do you know how they were  
23 used by the management of the LISC in staffing?

24 MR. KOLTO-WININGER: I will object just that it  
25 lacks foundation. But go ahead and answer the question.  
0032

1 THE WITNESS: Based on conversations I had with  
2 Ann Long, Jerry Sinn, my understanding of their use of the  
3 forecast was to attempt to increase the staff and to  
4 improve the process and mechanization to meet demand.

5 MR. ETTINGER: Q. I am going to ask one more  
6 question. If you know the answer, answer, and if you  
7 don't know, tell me you don't know.

8 Assuming that they received these forecasts, did

9 they just take them as is, or did they discount them,  
10 based on their assumptions, for example, that maybe the  
11 carriers have forecasted?

12 MR. KOLTO-WININGER: Object that it lacks  
13 foundation; and it calls for you to speculate. But go  
14 ahead and answer.

15 THE WITNESS: To my knowledge, there was never  
16 discounting. It was not discussed with me.

17 MR. ETTINGER: Q. You are not responsible in  
18 any way for making forecast estimates, are you, of volume?

19 A. Of volume? No.

20 Q. Were you ever asked by the managers of the LISC,  
21 Jerry Sinn, Ann Long, anybody in between, when they  
22 received this forecast from AT&T, do you think that's a  
23 reasonable number?

24 A. No.

25 Q. At the time this letter was written in October  
0033  
1 of 1996, do you know what the LISC capacity was in  
2 handling orders per day on a total industry basis?

3 A. No.

4 Q. Do you know what it is today?

5 A. No.

6 MR. ETTINGER: Can we go off the record for a  
7 second?

8 MR. KOLTO-WININGER: Sure.

9 (Discussion off the record.)

10 MR. ETTINGER: Back on the record.

11 I will ask that this document be marked as the  
12 next deposition exhibit in order.

13 (Whereupon, Exhibit No. 4 was marked  
14 for identification.)

15 MR. ETtinger: Q. Take a look at what has been  
16 marked as Exhibit 4. Have you ever seen that letter  
17 before?

18 A. I believe I got a copy of it, yes.

19 Q. A copy at the time it was written?

20 A. Reasonably close to it.

21 Q. And that's a letter from Jerry Sinn, who you  
22 have already identified, to Mary Ann Collier; is that  
23 correct?

24 A. Yes.

25 Q. It's dated December 4th, 1996.

0034

1 That letter indicates in the third paragraph,  
2 does it not, that the LISC capacity as of December was 400  
3 orders per day?

4 A. Yes.

5 Q. And then it says in the next sentence, "Upon  
6 completion of additional mechanization efforts, we will  
7 move to approximately 2000 orders per day by the end of  
8 January 1997." Do you see that?

9 A. Yes.

10 Q. Do you know if those numbers -- it says,  
11 "Overall LISC capacity," so do you know if Mr. Sinn was  
12 talking about capacity for all carriers in the LISC or

13 just AT&T?

14 MR. KOLTO-WININGER: Specifically, the question  
15 is whether you know that.

16 MR. ETTINGER: Q. Whether you know that.

17 A. I do not know that.

18 Q. Do you know whether Pacific met that goal of  
19 2000 orders per day by the end of January 1997?

20 A. I don't know.

21 Q. You don't know?

22 A. Hm-mm.

23 Q. Were you consulted, in any way, about making  
24 this estimate for the purpose of this letter?

25 A. No.

0035

1 MR. ETTINGER: I am going to have the next  
2 document marked as the next exhibit in order.

3 (Whereupon, Exhibit No. 5 was marked  
4 for identification.)

5 MR. ETTINGER: Q. Have you seen that letter  
6 before?

7 A. I don't recall.

8 Q. This purports to be a letter from Elizabeth  
9 Fetter, whom we have already identified, although it was  
10 signed by Janette Corby for Liz Fetter. Do you recognize  
11 Ms. Corby's signature?

12 A. Yes.

13 Q. I recognize that you are not a handwriting  
14 expert, but --

15 This letter is dated December 11th, 1996?

16 A. Yes.

17 Q. In the second paragraph, it says that Pacific  
18 expects to be able to handle 2000 orders per day by the  
19 end of January, basically the same number that was quoted  
20 in the December 4th letter of Mr. Sinn, right?

21 A. Yes.

22 Q. Also, if you look at the very bottom of the  
23 first page going on to the next page, the letter states  
24 that Pacific has not met its objective of a four-hour FOC;  
25 is that correct?

0036

1 A. Yes.

2 Q. Finally, in that next to last paragraph on page  
3 2, the reference is that issue of two orders being  
4 required to migrate a customer service to AT&T. Do you  
5 see that?

6 A. Yes.

7 Q. Are you aware of what -- we haven't discussed  
8 that issue. Are you aware of what that issue is?

9 A. To some extent.

10 Q. Is that the fact that the two orders being  
11 referenced are the fact that, in order to migrate a  
12 customer to AT&T, Pacific has to make changes to both its  
13 CRIS changes -- has to make entries to both the CRIS  
14 system and CABS system?

15 A. Yes.

16 Q. Do you know what those acronyms stand for?

17 A. They both represent billing systems. One is an  
18 access billing system, and the other is an exchange or  
19 typically end user billing system.

20 Q. And the access billing system is Carrier Access  
21 Billing System?

22 A. Yes.

23 Q. And the customer or end user system is CRIS,  
24 C-R-I-S, Customer Records Information System?

25 A. I believe so.

0037

1 Q. And do you know what -- do you know what -- I  
2 should rephrase that.

3 Are you aware that one of the issues that AT&T  
4 was raising with Pacific was the fact that, because  
5 entries had to be made in both systems, especially a  
6 disconnect order to be issued and then a reconnect order  
7 to be issued, that sometimes when the orders became  
8 separated, customers would -- a migrated customer would  
9 become disconnected and out of service?

10 A. I'm sorry, would you restate that?

11 Q. Are you aware that one of the issues that AT&T  
12 had with Pacific at that time, which Ms. Fetter is  
13 responding to, was that because a disconnect order had to  
14 be issued and then a reconnect order had to be issued in  
15 order to migrate a customer, that if those disconnect and  
16 reconnect orders became separated, somehow a customer  
17 might end up being disconnected and out of service?

18 A. I was aware that, because of billing systems

19 requirements, specifically, that we needed to bill you out  
20 of CABS and not CRIS, which is where the end user customer  
21 was being billed prior to migration, that two orders had  
22 to be generated, that it was a billing system change, and  
23 that if they did get separated, it could be misinterpreted  
24 as a disconnect physically.

25 Q. Are you aware that this actually was happening  
0038  
1 to some AT&T customers?

2 A. I am aware of two incidents.

3 Q. What two incidents were those? Are we getting  
4 into proprietary data?

5 A. I can stay away from proprietary information,  
6 unless you ask for very specifics, which I probably have  
7 forgotten by now anyway.

8 I personally helped respond to two concerns that  
9 I can remember on behalf of Mary Ann Collier and Bob  
10 Ulrich and Carol Hunt, where they noted that two different  
11 business customers had experienced a loss of service, and  
12 would I help to get their service reinstated as quickly as  
13 possible.

14 Q. And when was this, approximately?

15 A. Very late October, the second to the last week  
16 of October, and the week of November 11th.

17 Q. Since that time, have you become involved in any  
18 more of these customer disconnect problems?

19 A. Not that I can recall.

20 Q. This letter indicates that Pacific has a plan to



21 automate the process by May 31st, 1997. Do you see that?

22 A. Yes.

23 Q. Do you know anything about that plan?

24 A. I know of it at a high level.

25 Q. When you say at a high level, you mean you don't  
0039

1 know the details, but --

2 A. I don't know --

3 MR. KOLTO-WININGER: You might want to let him

4 finish the question. I know you know where he is going.

5 It's for her ease.

6 MR. ETINGER: Q. Let me ask the question a

7 different way.

8 When you use the phrase, "at a high level," what

9 do you mean by that?

10 A. I know of the plan to automate by May 31st. I

11 know generally what that should accomplish, flow through

12 order, significantly increased mechanization. I am not

13 familiar with individual milestones, time lengths.

14 Q. Would you tell us what you know about that, at

15 whatever level of detail you are comfortable with?

16 A. The May 31st deadline is, I believe, a critical

17 obligation to mechanize the order flow for resale orders.

18 It is referred to as flow through, meaning a minimum of

19 manual input. Its impact on this particular issue, I do

20 not know as to how it directly affects it.

21 Q. Do you know if Pacific is on track to meet the

22 date of May 31st, 1997?

23 A. I don't know.

24 Q. Would that be Mr. Torretta who would know that

25 or Mr. Stankey?

0040

1 A. Mr. Torretta, and quite likely, Mr. Stankey.

2 MR. ETTINGER: I'd like to have this next

3 document marked as the next exhibit.

4 (Whereupon, Exhibit No. 6 was marked

5 for identification.)

6 MR. ETTINGER: Q. What's been marked as Exhibit

7 6 appears to be a letter from Thomas O. Moulton, Junior,

8 who you previously identified as the vice president of

9 your Pacific Telesis Washington operation. It's a letter

10 to Reed Hundt, H-u-n-d-t, who is the chairman of the

11 Federal Communications Commission.

12 And I'd just add, the copy of the letter I have

13 here has some underlinings in it, and the date is circled.

14 This was the only copy that I had. To the best of my

15 knowledge, I did not underline the letter. Somebody at

16 AT&T did, but I don't know who. But that the underlines

17 and the circles were not part of the original letter.

18 Let me ask you, have you ever seen that letter

19 before?

20 A. I have seen it, yes.

21 Q. When did you see it for the first time?

22 A. Sometime in late December. I am guessing.

23 Q. Now, this letter, I will ask you to look at the

24 third paragraph where Mr. Moulton says, "We," meaning

25 Pacific, "now will be prepared to handle 2000 orders a day  
0041

1 by year's end and 4000 orders a day by the end of January

2 1997." Do you see that?

3 A. Yes, I see that.

4 Q. It's correct that -- let me rephrase that.

5 Look back at the letter dated December 11th,

6 1996, from Ms. Fetter. She says, "Pacific expects to

7 handle 2000 orders per day by the end of January '97."

8 A. Yes.

9 Q. Do you see that?

10 A. Uhm-hum.

11 Q. So just two days later, Pacific changed its

12 estimate, raised it from 2000 per day to 4000 per day.

13 MR. KOLTO-WININGER: Objection. Lacks

14 foundation. The letter speaks for itself. If you want to

15 ask whether she knows the underlying facts, that's fine.

16 MR. ETtinger: Q. Well, let me ask this. The

17 letters say that?

18 A. Yes, the letters say that.

19 Q. Do you know what happened in those two days that

20 caused Pacific to double its estimate as to what it could

21 do by the end of January 1997?

22 A. No, I don't.

23 Q. Were you consulted, in any way, as to why

24 Pacific would be raising its estimate?

25 A. No.

0042

1 Q. Do you know if Mr. Moulton -- let me rephrase

2 it.

3 Do you know who Mr. Moulton consulted with in  
4 making his estimate?

5 A. No.

6 Q. Do you know if Pacific is meeting their estimate  
7 of 4000 a day by the end of January of 1997?

8 A. No, I don't.

9 Q. I'd ask you to look at the second page of the  
10 letter. In the second paragraph on page 2, Mr. Moulton  
11 states that, "We are providing, as AT&T requested, an  
12 interim form of electronic access to our ordering system."  
13 Do you know what he was referring to?

14 A. I don't know what he was referring to.

15 Q. Do you know what, as of December 13th, 1996,  
16 what form of electronic access was being provided to AT&T  
17 by Pacific?

18 A. My understanding is that it was NDM.

19 Q. The same NDM you referred to earlier?

20 A. Yes.

21 Q. What changes had occurred between October --  
22 your October letter, which -- October 22nd letter that we  
23 discussed earlier, and December 13th, to NDM?

24 A. I don't remember specifically.

25 Q. You don't remember any --  
0043

1 A. NDM has been a constantly evolving system  
2 interface. I don't remember what took place in that time  
3 frame.

4 Q. So in any event, the interim electronic access  
5 that was being provided in December was NDM?

6 A. To my understanding, yes.

7 Q. And that's the form of access that's currently  
8 being provided?

9 A. I believe so. Again, you would need to refer to  
10 the folks that have responsibility for that process.

11 Q. Now, the next paragraph deals with -- and there  
12 is a sentence that's underlined, "We need forecasts of  
13 demand from all carriers and orders that are free of  
14 errors." Do you see that?

15 A. Yes.

16 Q. It says, "AT&T, and other, have provided little  
17 in the way of reliable forecasts." The sentence continues  
18 but I want to ask about that first part.

19 To your knowledge, were AT&T's forecasts  
20 unreliable?

21 A. AT&T's forecasts frequently, to my knowledge and  
22 recollection, did not match what was actually delivered in  
23 volumes on a regular basis.

24 Q. Were the forecasts greater than the delivery of  
25 items or lower?

0044

1 A. Both. This is an evolving market.

2 Q. When you say forecasts, how were the forecasts  
3 given? Were they given by month, by week, by day?

4 A. By week.

5 Q. So Pacific was -- let me back off.

6 Did Pacific ask for forecasts by week, did AT&T  
7 just voluntarily come up with them, or how did that come  
8 about?

9 A. My understanding was that forecasts were  
10 requested and were shared. Initially, the first forecast  
11 I heard of was approximately the June time frame. From  
12 now until the end of the year, it was at an extremely high  
13 level, and as to how we got to a week-by-week, I don't  
14 know.

15 Q. But as of December of '96, you were receiving  
16 forecasts -- or prior to that, sometime prior to that  
17 time -- by week?

18 A. Yes, I believe so.

19 Q. And so when you say they were unreliable, some  
20 weeks the volume from AT&T exceeded the forecasts, and  
21 some weeks it was under?

22 A. Yes.

23 Q. Do you have any feel for whether the forecasts  
24 as a whole were aggregated? In other words, were the  
25 errors in forecasting --  
0045

1 A. What the net was?

2 Q. Yeah.

3 A. Keep in mind, my frame of reference was through,  
4 at the most, early December, where I had any focus on this  
5 at all. We are not talking about a whole lot of weeks  
6 there. I cannot summarize it. I never looked at it that  
7 way.

8 Q. So your answer is, you don't know?

9 A. I don't know.

10 Q. Do you know who Mr. Moulton consulted with when  
11 he made the statement that the forecasts were not  
12 reliable?

13 A. Do I know who he consulted with?

14 Q. Yes.

15 A. No, I don't.

16 Q. He didn't consult with you about this?

17 A. No.

18 Q. Were, to your knowledge, at that time other  
19 than -- this letter is not addressed to AT&T, is it?

20 A. No.

21 Q. Was there any other correspondence at this  
22 time -- around that time to AT&T indicating that AT&T was  
23 providing unreliable forecasts?

24 A. I don't know.

25 Q. Was there any verbal communication to AT&T  
0046  
1 around that time telling AT&T it was providing unreliable  
2 forecasts?

3 A. I can characterize my conversations with my  
4 contacts at AT&T as being focused on obtaining accurate  
5 forecasts, and the concern that that was one asset  
6 where -- one requirement that we needed.

7 Q. Are you saying that you just told AT&T we need,  
8 in order to do our job, reliable forecasts? Or did you  
9 actually go and say to AT&T, the forecasts that you have

10 been providing us have not been good, and here is what the  
11 problem is?

12 A. Not being able to recall specific conversations  
13 that took place several months ago, I will characterize  
14 this. Discussions of concern over not being accurate and  
15 how could we improve them, was extremely cooperative  
16 discussions. It was not finger pointing.

17 Q. I am not suggesting it was finger pointing.

18 A. Okay.

19 Q. Do you recall informing AT&T of -- for example,  
20 you need to improve your forecasts, for example, because  
21 this week was off by so much, and that week was off by so  
22 much, with that kind of detail, I mean?

23 A. No.

24 Q. Do you know if anybody did that?

25 A. No, I don't know if anybody did that.

0047

1 Q. Who would be primarily responsible for getting  
2 back to AT&T about the reliability or unreliability of its  
3 forecasts?

4 MR. KOLTO-WININGER: If you know. Don't assume.

5 THE WITNESS: The responsibility for  
6 communicating about forecasts would fall to, today, John  
7 Stankey, and also the account team.

8 MR. ETTINGER: Q. And back in December, that  
9 would have been -- Mr. Sinn had that responsibility,  
10 right?

11 A. Jerry Sinn.



12 Q. So it would have been both the responsibility of  
13 Jerry Sinn and his organization and your organization?

14 A. Yes.

15 Q. And I believe now you told us all you recall  
16 about your conversations with AT&T in reliance of its  
17 forecasts.

18 Now, the next part of that sentence that we have  
19 been looking at says, "Their orders have contained  
20 numerous errors." "Their" probably refers to AT&T and,  
21 "orders," which is the subject of the sentence -- do you  
22 see that?

23 A. Yes, I see that.

24 Q. I am going to ask you about it.

25 Were you consulted about this portion of the  
0048  
1 letter?

2 A. No.

3 Q. Do you know, at that time, did AT&T's orders  
4 contain numerous errors?

5 A. At that time, I am not aware of what AT&T's  
6 orders -- an order quality was like.

7 Q. Who would have been responsible for that?

8 A. Jerry Sinn's organization.

9 Q. Going down the paragraph, the last sentence, it  
10 says, "Despite these efforts, we continue to receive from  
11 AT&T and other carriers orders which contain numerous  
12 time-consuming errors," and in parenthesis, it says,  
13 "Today 17 to 26 percent of the service orders sent to us